

# **Appendix P**

## **The Ohio Relay 2006 Annual Report**



Annual Report 2006





Relay Ohio Annual Report 2006

©2006 Sprint Nextel, State of Ohio — Danny Barrett, TRS Account Manager

Layout and Design by Kyle Parke Graphic Design



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*Ideal for people with some degree of hearing loss, the Captioned Telephone (CapTel™) works like any other telephone with one important addition: It displays every word the caller says throughout the conversation. CapTel users can listen to the caller, and can also read the written captions in the CapTel's bright display window.*

October 10, 2006

Dear Sir/Madam:

Enclosed is the **Ohio Relay Service annual report** for Fiscal Year 2006, as well as data for 2005. This information is included to provide a better understanding of the services provided from July 2005 to June 2006, allowing you to compare the data.

I have included updated statistical charts to this year's annual report. These charts will provide you with a better picture of Ohio Relay's volume and minutes. Also included is the most recent listing of the Consumer Advisory Group members, this group is also known as the Ohio Relay Consumers Committee.

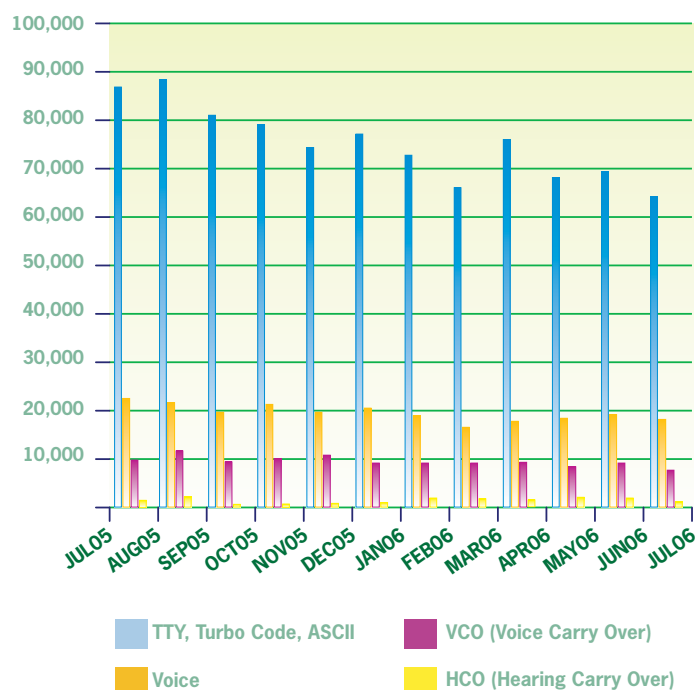
Our next Consumer Advisory Group meeting will be held on December 1st, 2006. You are welcome, and invited, to attend. Please let me know if are interested, and I will be sure to forward the details.

Thank you for using Sprint

**Danny Barrett**  
Account Manager

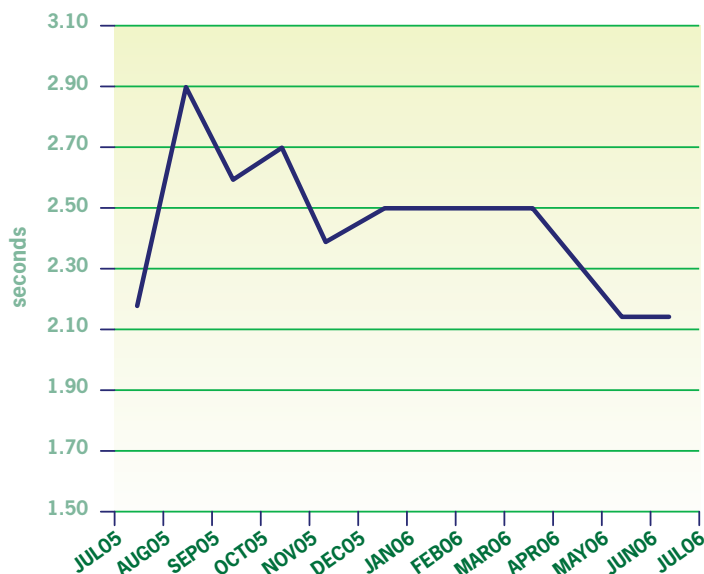
# Relay Ohio Statistic Reports

## TRS Usage



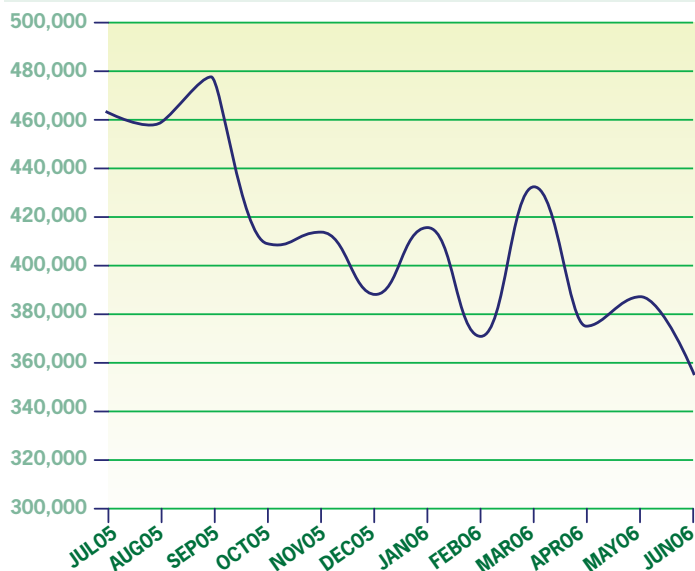
In the past, statistical charts showed the volume of each traditional relay service segment, such as TTY and TurboCode being separate from ASCII calls. The number of ASCII calls is included with TTY and TurboCode because they are in the same category of consumer kind. This type of consumer types their words to the relay communication agent. The chart shows the number of inbound relay calls only. For an idea of how many outbound relay calls are placed by a communication agent for each inbound user, please see the traffic report provided on a monthly basis.

## Average Speed of Answer



The average speed of answer continues to meet the state criteria. The average time it takes for a relay agent to answer an inbound call is approximately 2.5 seconds, according to the chart above.

## Billable Minutes

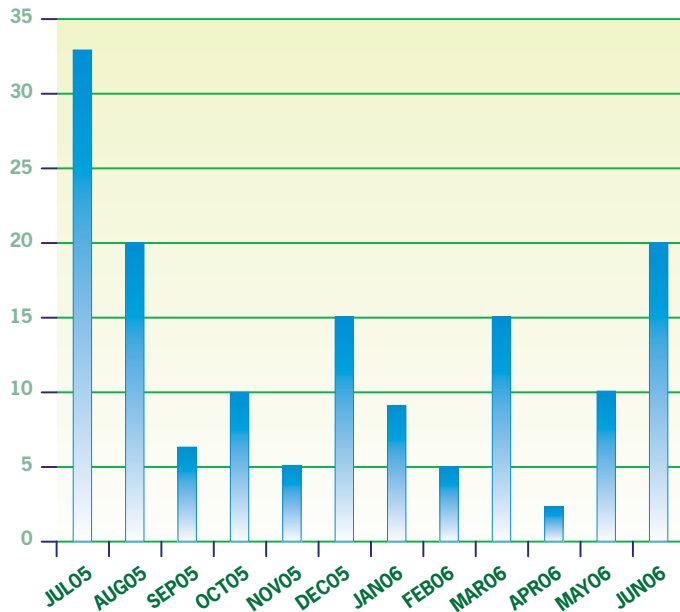


As a result of consumers using their home computers to access the online relay services currently funded by NECA, the billable minutes for the TTY based and traditional relay service continues to decline.

# Relay Ohio Statistic Reports

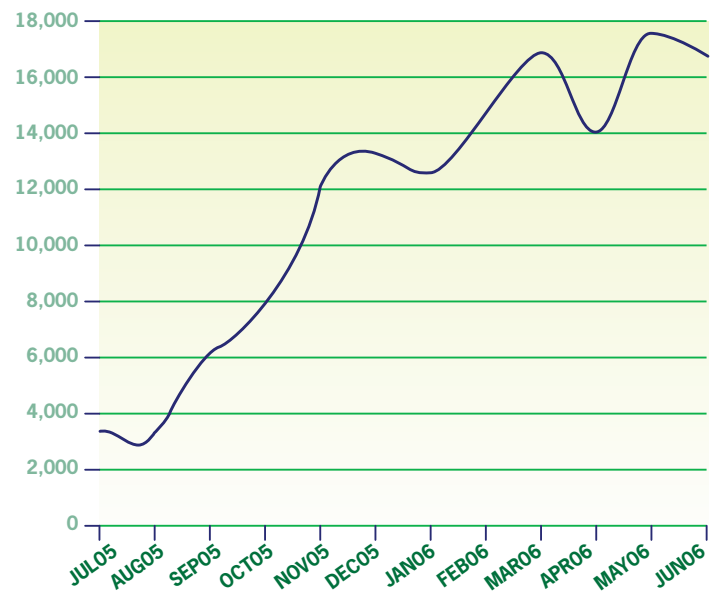
ANNUAL  
REPORT

## CapTel Units Activated



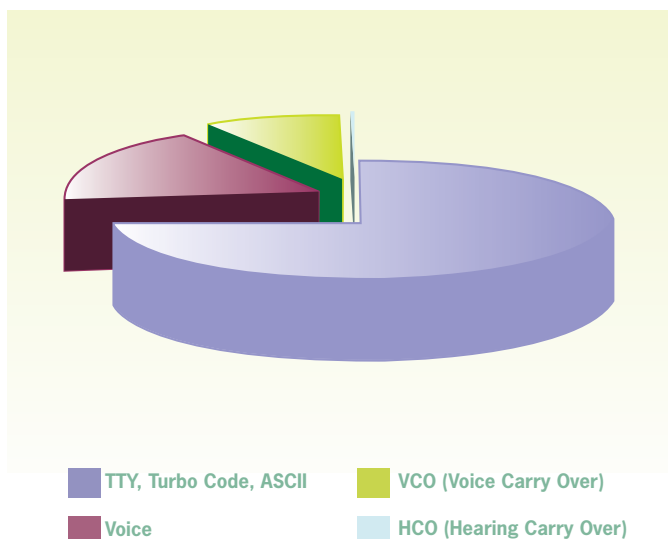
The number of CapTel units activated in Ohio as of June 2006 is 150. This averages to approximately 12.5 units activated a month.

## CapTel Minutes



Since CapTel was introduced to Ohio on June 1, 2005, there is a slow but steady climb of billable minutes for CapTel which proves that the initial need for captioned telephone service was recognized by the Public Utilities Commission of Ohio.

## Relay Usage



This pie chart provides a quick look at the types of traditional relay calls handled by the Ohio Relay Service.



## Discussion Topics: Consumer Advisory Group Meetings

**CapTel 2-Line Service:** Consumers of CapTel services believe that more hearing people will initiate service as soon as 2 line CapTel service is implemented in Ohio

**Caller ID:** Relay users utilize the Caller ID feature to be able to call hearing people back when the hearing person did not use a relay service to call the deaf person.

**Consumer Communications Database:** Sprint has provided a database where all managers of relay services within Sprint can follow up on consumers who called to complain or commend the relay services. This database has streamlined the customer follow up procedure positively. Membership: The Consumer Advisory Board has invited several guests to visit its quarterly meetings. The responsibility for processing and cleaning up the meeting transcriptions have shifted toward the executive branch of the board.

**Outreach and Town Hall Meetings:** Each member is responsible to host a town hall meeting and invite a Relay Manager or Ambassador to present updated information and answer questions from the audience.

**Relay Conference Captioning:** The benefits of RCC were discussed and demonstrated on two occasions. Some members find it an alternative to hiring a sign language interpreter or a real time captionist to be present at functions.

**711:** The board discussed the reasons why the billable minutes for TRS have changed as a result of the emergence of video relay services, online relay services and CapTel. The board agreed that they use their TTY's less as a result of better relay products and services.

**Xign Online Invoicing:** Approximately 4/5 of the board members have switched to online electronic invoicing to get their per diem and mileage reimbursement for traveling to Columbus for the quarterly board meetings.

**VRS:** Sprint continues to promote the video relay service while aligning itself with the latest videophone technology recently made compatible as a result of an FCC order.

**Sprint Relay Wireless and Sprint IP:** IP based relay services have been booming and Sprint launched [www.sprintip.com](http://www.sprintip.com) to replace the aging [www.sprintrelayonline.com](http://www.sprintrelayonline.com). Also anyone with AOL Instant messaging access can add "SprintIP" as a buddy and open a chat window to start a relay call.

**BlackBerry:** Sprint Nextel is able to offer deaf and hard of hearing relay users to purchase a BlackBerry 7250 and 7130e at a deeply discounted price mostly for data use. This enables relay users to make relay calls wirelessly from their BlackBerry pagers

### Consumer Advisory Board Members

**Greg Frink:** Communication Technology Deaf Users Representative. (Akron and Canton areas)

**Mark Taylor:** Communication Technology Deaf Users Representative. (Boardman area)

**Frank Stephan:** Communication Technology Deaf Users Representative. (Columbus area)

**Chuck Williams:** Deaf and Hard of Hearing Minority Representative. (Cleveland area)

**Linda Mahmood:** Communication Technology Deaf Users Representative. Serves as President for Ohio Association for the Deaf.

**Grace Grabler:** State Agencies Representative.

**Terry Cipra:** Communication Technology Deaf Users Representative. (North East areas)

**Dick Rosenberger:** Hearing Users of Relay Services Representative

**Hermine Willey:** VCO and HCO Users Representative

**Sandy Blakeman:** Hearing Users of Relay Services Representative

**Jeff Bohman, Ph.D.:** Blind-Deaf Representative

**Jean Cox:** Communication Technology Deaf Users Representative. (Cleveland area)

**Roseanne Krisko:** Communication Technology Deaf Users Representative. Also serves as a Videophone installer. (Cincinnati area)

**Marlan Toman:** Communication Technology Deaf Users Representative. (Columbus area)

**Betty Timon:** Late Deafened Representative

Sprint Nextel's commitment is notably outstanding because they really respond to the deaf community. Not only that but their service and dedication are noticeable among us. We are lucky to have Sprint as Relay Ohio and hope they continue for a long time.

**Jean Cox**

Many of our folks who are hard of hearing are using and appreciate the CapTel phone service. Many deaf who use spoken language participate in this service too. CapTel phone service saves jobs for people who cannot hear well over the phone but use spoken language. We look forward to having the two line phone service so when hearing people call us they do not have to remember a 10 digit number. Thanks!

**Hermine Willey**

SprintVRS interpreting service is outstanding because we do not need to wait too long for an interpreter to assist our relay call.

**Linda Mahmood**

I found that using SprintVRS is a breeze to use after installing a videophone. I was able to add Sprint VRS to the speed dial and I didn't have to wait long time for a CA to assist me with my business calls, unlike using other VRS providers' CAs. I have been using the Sprint Blackberry and found that I was able to make a relay phone call while in area that a Sidekick by T-Mobile wasn't able to make any connection. I look forward to having Sprint Nextel wireless relay services covering 100% of the State of Ohio.

**Frank Stephan**

I believe Sprint's Ohio Relay and Nextel are providing good services for their consumers throughout Ohio. The focus on gaining two line CapTel service is a must, but I would also focus on bringing the idea on CapTel to Sprint/Ohio Relay online. Meaning, what the TTY has delivered in the past with a special device, now it is capable of the same function online using your computer and a relay service. CapTel can be setup in the same fashion in the future by providing voice and sounds in the same manner with the assistant of relay. What does this mean? No cost to the consumers and Sprint/Ohio Relay gains more consumers needs for such service.

**Michael Revis**

Sprint is number one when it comes to general relay services. Sprint is a leader in providing relay solutions. They always come up with new products, services and features. It makes me excited to be able to use those products and services from Sprint.

**Terry Cipra**

I believe the outreach to the deaf and hard of hearing people in Ohio VIA all the inclusion of information and the presents of Sprint Nextel's staff is a big plus for all Ohioians. More understanding of the Cap-Tel has made the life of hard of hearing people SHINE in telephone access and being able to communicate. Thankful for the hard work of our Ohio Relay.

**Betty Timon**

Relay Ohio and Sprint Nextel's commitment was a learning experience for me. I have always enjoyed learning many new things and witnessing the advancement of technologies from Sprint Relay. The information given to me from Danny Barrett has been very informative. My best experience was going to a NASCAR race and used the wireless power vision by Sprint and I was able to understand almost everything even if I could not hear the speakers on the race track.

**Mark "Too Tall" Taylor**

## OUTREACH:

### PUBLIC EDUCATION & PROMOTION

#### Marketing

With the goal of getting the word out about relay services provided in Ohio, the Account Manager has:

- ✦ Visited a variety of deaf service centers throughout the state of Ohio
- ✦ Installed equipment at businesses and homes
- ✦ Introduced himself and provided his contact information to various deaf organizations
- ✦ Staffed information booths at events serving the deaf and hard of hearing
- ✦ Spoken at public forums
- ✦ Met regularly with past and present advisory board members

#### Public Education and Promotion

The primary means of public education and promotion is via:

- ✦ DVDs
- ✦ Newsletters
- ✦ Email Distributions
- ✦ Conferences & Expos
- ✦ Booth at local events
- ✦ Board meetings of the deaf services agencies
- ✦ Video conference training sessions

Reading materials are sent to organizations such as:

- ✦ Deaf service centers
- ✦ Coalition of sign language interpreters
- ✦ Members of deaf clubs

Promotion materials include:

- ✦ Foldable frisbees with website addresses listed
- ✦ Canvas backpacks with sprint relay information
- ✦ Pens with sprint relay slogans
- ✦ Door prizes such as star bucks gift cards and Sprint BlackBerry

**“Sprint is number one when it comes to general relay services. Sprint is a leader in providing relay solutions.”**

— Terry Cipra  
Consumer Advisory Group

#### Marketing Campaign & Press Releases

The Account Manager of Relay Ohio has acquired a working relationship with a local graphics professional who helps create flyers and other educational collateral. Some examples of campaign materials used for educational purposes can be seen in the next few pages.

## Relay Everywhere



Danny Barrett  
 Sprint Nextel  
 Relay Ohio • Account Manager  
 2 Easton Oval  
 Columbus, OH 43219-6013



See what **Sprint** Relay can do for YOU at the HLA Southwest Ohio Picnic!

### Use Your Own Voice on a Video Relay Service

You can enjoy using Sprint Video Relay service with either a web camera or video phone and use your voice! Natural and easily understood communication using Voice Carry Over (VCO) with Sprint Video Relay Service is easy! All you need is a telephone and a Video Relay Connection! Using your video phone, call SprintVRSvco.tv and start talking today!

**Dwayne Adkins** will be  
 presenting at the picnic!

### Enter to Win!!



Win a \$100 dollar coupon for a data only Blackberry from Danny Barrett! \* Simply fill out a short form and check the box to receive updates from Sprint!

\*Those who cannot attend the event may contact Danny Barrett to be eligible for the drawing.

### CapTel™ Relay Service

CapTel™ displays every word your caller says on a bright easy-to-read screen. You can understand just about everything said to you through CapTel, similar to reading closed-captioning on television.

- CapTel service requires that you have a CapTel Captioned Telephone.
- Check [www.sprintrelay.com](http://www.sprintrelay.com) and [www.captionedtelephone.com](http://www.captionedtelephone.com) for more information!

**Michael Revis** will be talking  
 about CapTel at the picnic!

New Sprint IP Relay  
 using AIM now available!



If you have AOL Instant Messenger™ on your computer, then you've got access to Sprint IP Relay! Just add **SprintIP** to your buddy list and start placing calls!



## OUTREACH:

PUBLIC EDUCATION  
& PROMOTION



**MGW**  
P R O D U C T I O N

MINDY MOORE  
THERON PARKER  
BRADLEY POLLARD  
TONY DALL  
TUESDAY APPLE  
ROSIE SWITRAS

SOME OF THE TRUTHS ARE  
HARD TO SWALLOW...

ASL FILMS

**FORGET ME NOT**

WRITTEN AND DIRECTED BY MGW

Friday, October 13th at 7:00 p.m. in Toledo – Owens Community College  
Saturday, October 14th at 1:30 p.m. in Cleveland – North Olmstead Library  
Saturday, October 14th at 8:00 p.m. in Columbus – Catering By Design  
Sunday, October 15th at 2 p.m. in Cincinnati – St. Rita School for the Deaf

105 minutes, PG-13  
[www.aslfilms.com](http://www.aslfilms.com)

This movie explores the conflicts caused by a mysterious stranger facing the deaf family after winning the lottery and retreating to a cabin. Join the family as they go on a suspense-filled journey into the past.

SHOWING IN FOUR CITIES!  
**ONE TIME ONLY!**  
DON'T MISS SEEING  
THIS DEAF MOVIE!

**FREE**  
ADMISSION  
sponsored by  
**Sprint**  
[www.sprintip.com](http://www.sprintip.com)

 **CSD**

FOR MORE INFORMATION: CONTACT CSD OHIO  
Email: [ohiomessages@c-s-d.org](mailto:ohiomessages@c-s-d.org) • VP: [ohio.csd.tv](http://ohio.csd.tv) • Call: 877-781-6670 Toll Free



## The Newark Public Library & Sprint VRS

*invites you, your family & friends  
to an Open House  
demonstration of its  
D-Link Videophone.*



**Thursday, September 22, 2005  
4:00 P.M. - 6:00 P.M.**



### What is VRS with D-Link?

*Video Relay Service (VRS) lets people who  
use sign language make their telephone calls  
through a D-Link video camera and television  
set. With VRS, a caller using sign language*

*can communicate with a live video interpreter. The interpreter, a hearing  
person who can sign, uses the VRS to voice and deliver  
messages to individuals using a standard phone.*



[www.sprintrelay.com](http://www.sprintrelay.com)

# OUTREACH:

## PUBLIC EDUCATION & PROMOTION



### CapTel<sup>SM</sup> Relay Service

When phone conversations can be difficult to hear, see them through a display screen that captures what the caller says, nearly simultaneously.

### Sprint Relay Online<sup>SM</sup>

Stay in touch—make calls from your personal computer or laptop.

### Sprint Relay Conference Captioning<sup>SM</sup>

Highly skilled captioners transcribe audio on-the-fly so you can stay in the loop.

### Sprint Relay<sup>SM</sup> Services

Whether you're chatting with a friend or closing an important business deal, all parties benefit from enriched communication.

### Sprint Relay Wireless<sup>SM</sup>

Powered by GoAmerica, Sprint Relay<sup>SM</sup> services now available on more mobile devices than any other wireless relay offering.

### Sprint Video Relay Service

Relay services that let you hold a conversation without holding it up.

### To get more information, contact:

Danny Barrett, Ohio Relay Service Account Manager  
Sprint  
2 Easton Oval  
Columbus, OH 43219-6013

**Phone:** 614 428 1943 **TTY:** 866 428 1804

**Fax:** 614 428 1902

**E-Mail:** danny.d.barrett@mail.sprint.com

**Or check website:** [www.sprintrelay.com](http://www.sprintrelay.com)









**Danny Barrett**

TRS Account Manager

2 Easton Oval Suite 400

Columbus, OH 43219

# **Appendix Q**

## **Ohio Relay Brochures and Other Advertisements**



# Yes you can.

## Telecommunication Relay Products & Services

Caller ID

711

Video Relay Service

Captel

Relay Conference  
Captioning

Relay Online

Relay Services

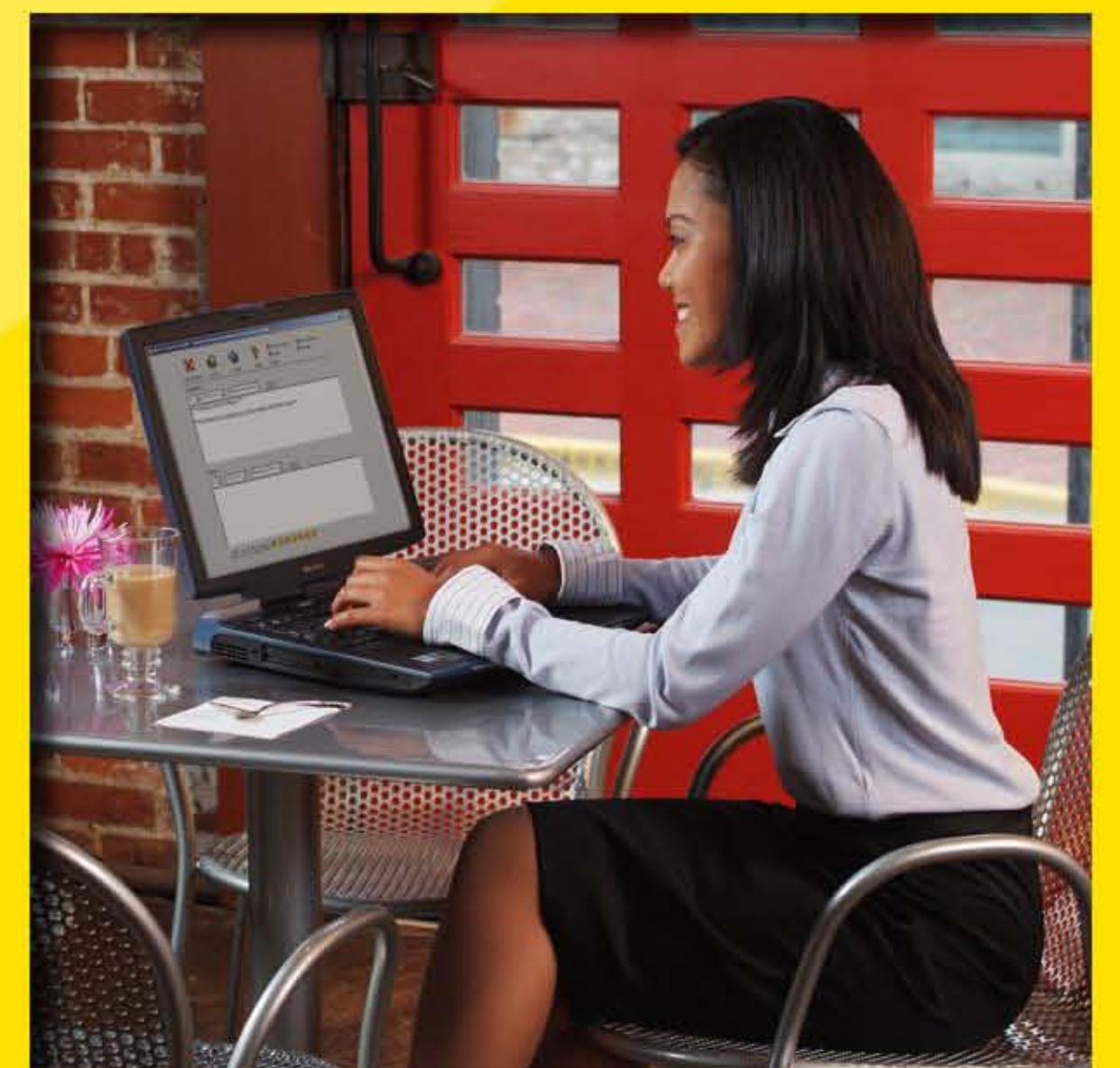
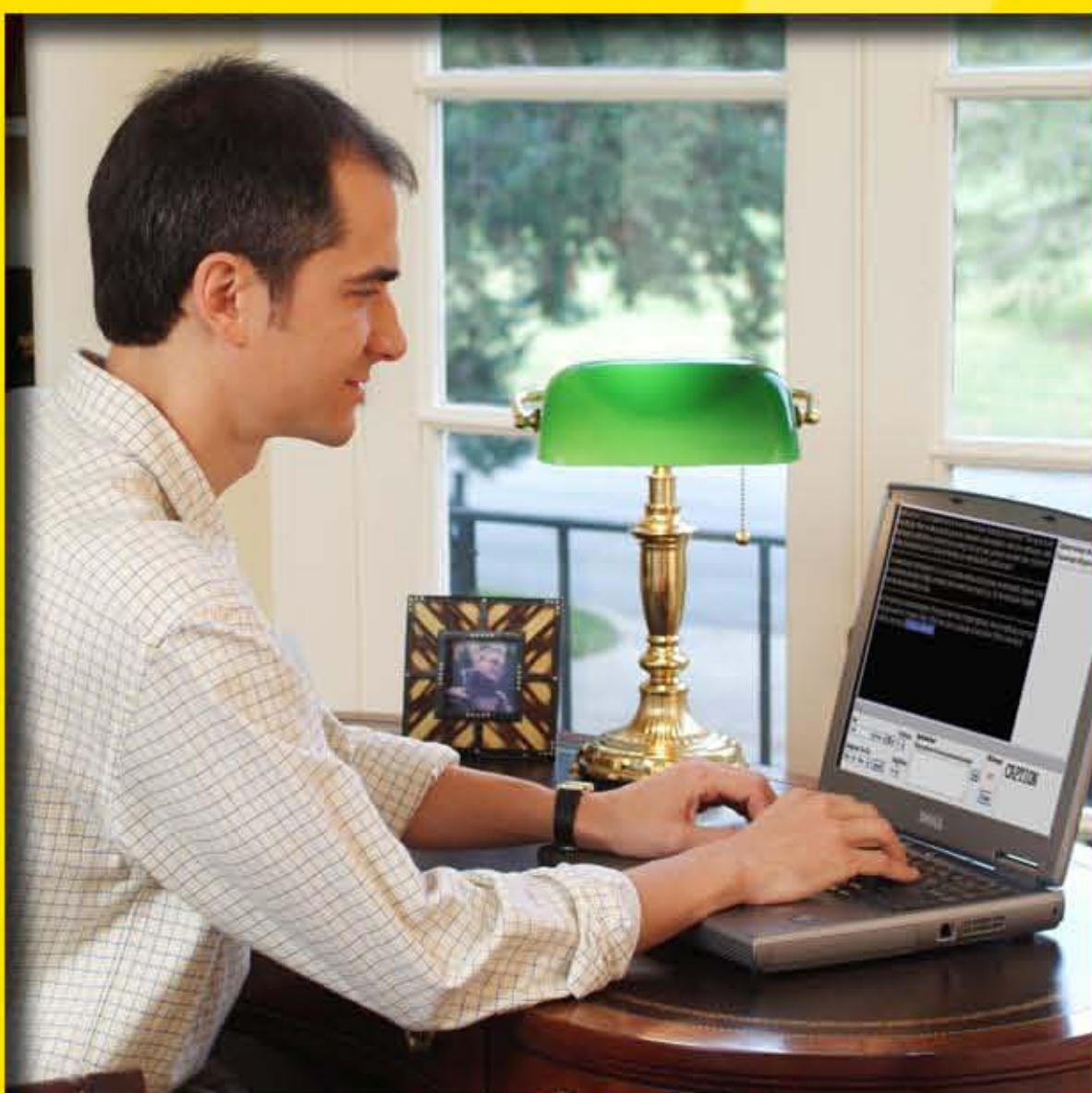
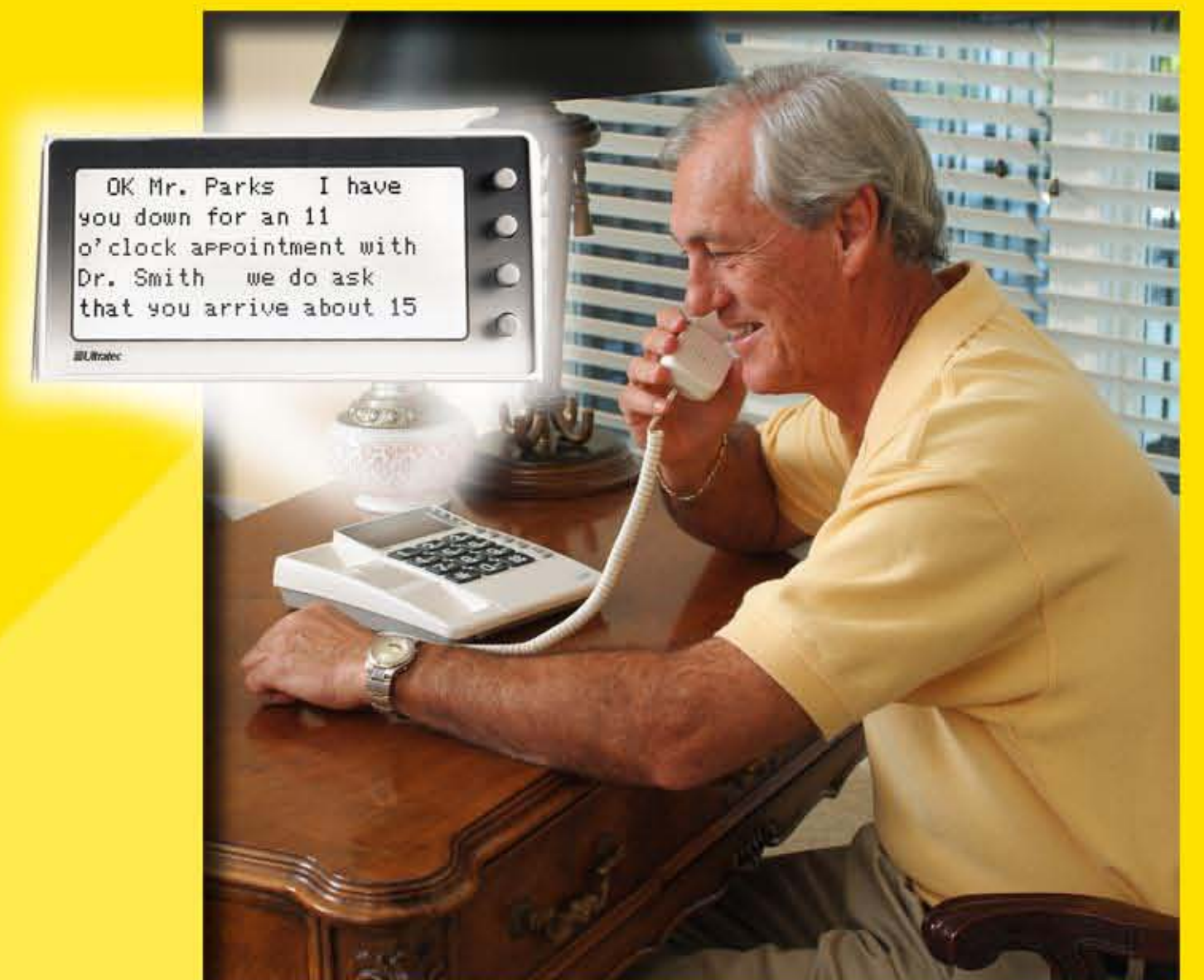
Wireless Relay

**Danny Barrett**  
*Ohio Relay Service  
Account Manager*

[www.SprintRelay.com](http://www.SprintRelay.com)

**NEW**

[www.SprintIP.com](http://www.SprintIP.com)







[www.captionedtelephone.com](http://www.captionedtelephone.com)

**Start using the phone again...  
Hard of Hearing?**

**Yes You Can!**

**Captioned words appear on the telephone.**

**Boost the Volume and Tone  
if you want.**

**Available now for \$159  
when you mention this newspaper.**

**Contact us for an order form**

Danny Barrett  
Sprint Nextel  
2 Easton Oval  
Columbus, Ohio 43219

**TTY:** (866) 428 1804  
**Phone:** (614) 428 1943  
**Fax:** (614) 428 1902  
(866) 410 5787 x55568

**Sprint®**   
**Yes You Can.**

 **Relay  
Ohio**



### **CapTel<sup>SM</sup> Relay Service**

When phone conversations can be difficult to hear, see them through a display screen that captures what the caller says, nearly simultaneously.

### **Sprint Relay Online<sup>SM</sup>**

Stay in touch—make calls from your personal computer or laptop.

### **Sprint Relay Conference Captioning<sup>SM</sup>**

Highly skilled captioners transcribe audio on-the-fly so you can stay in the loop.

### **Sprint Relay<sup>SM</sup> Services**

Whether you're chatting with a friend or closing an important business deal, all parties benefit from enriched communication.

### **Sprint Relay Wireless<sup>SM</sup>**

Powered by GoAmerica, Sprint Relay<sup>SM</sup> services now available on more mobile devices than any other wireless relay offering.

### **Sprint Video Relay Service**

Relay services that let you hold a conversation without holding it up.

### **To get more information, contact:**

Danny Barrett, Ohio Relay Service Account Manager  
Sprint

2 Easton Oval

Columbus, OH 43219-6013

**Phone:** 614 428 1943    **TTY:** 866 428 1804

**Fax:** 614 428 1902

**E-Mail:** danny.d.barrett@mail.sprint.com

**Or check website:** [www.sprintrelay.com](http://www.sprintrelay.com)



Today's presentation is to help our campus and family members become aware of the advance technology in telephone communications for deaf and hard of hearing individuals.

SPRINT  
O900 RELAY SERVICES

TEXT TO VOICE  
VOICE CARRY OVER (VCO)  
CAPTEL RELAY SERVICE

SPRINT RELAY ONLINE  
SPRINT RELAY WIRELESS  
SPRINT RELAY CONFERENCE CAPTIONING

COD VRS (Video Relay Services using TDD)







OHIO RELAY SERVICE<sup>SM</sup>

4150 Tuller Road  
Suite 234  
Dublin, OH 43017



OHIO RELAY SERVICE<sup>SM</sup>

**Want to Communicate? Go Ahead.**







**Ohio Relay Service** is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. This service allows hearing callers to communicate with text-telephone (TTY) users and vice versa through specially trained Communication Assistants (CAs). Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained. Anyone wishing to use Ohio Relay Service simply dials the relay number to connect with a CA. The CA will dial the requested number and relay the conversation between the two callers.



#### WHAT EQUIPMENT DO I NEED TO USE RELAY SERVICE?

The most common device used to make a relay call is a standard telephone for hearing callers, TTY (text-telephone device) for hearing impaired callers that can be used together with a telephone handset, or a combination of both. However, the equipment you need may vary depending upon your disability.



**711** is a new statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, and/or speech-disabled people who use text telephones (TTYs).

Relay users can now simply dial 7-1-1 to connect with Ohio Relay. This allows easier access, particularly for less experienced relay users such as businesses, children, or friends and family of TTY users.

#### TTY **711** OR 1-800-750-0750

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a CA, who then reads the typed conversation to a hearing person. The CA relays the hearing person's spoken words by typing them back to the TTY user.

#### VOICE **711** OR 1-800-750-0750

Standard telephone users can easily initiate calls to TTY users. The CA types the hearing person's spoken words to the TTY user and reads back the typed replies. Occasionally, people who try to place relay calls from an office (or large telephone system) using the 711 number may experience difficulties. This may be because the number has not been programmed into the system. Contact your office administrator or local telephone service provider to ensure that the 711 service is available.

#### HEARING CARRY-OVER 1-800-750-0750

**Hearing Carry Over (HCO)** allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read to the standard telephone user. **HCO to TTY.** The HCO user listens while the CA voices the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user. **HCO to HCO.** HCO users may contact other HCO users through Ohio Relay. The CA will voice to both parties what is typed on each user's TTY.

#### **NEW!** VOICE CARRY-OVER 1-877-OHIO VCO (877-644-6826)

**Voice Carry-Over (VCO)** allows hard-of-hearing users to speak directly to hearing people. When a hearing person speaks to you, a CA serves as your "ears" and types everything said to your TTY or VCO phone. **VCO to TTY.** The CA types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user's TTY or text display equipment to be read. **VCO to VCO.** The CA serves as both parties' "ears", typing what is said on both ends of the call. **VCO to HCO.** The VCO user speaks directly to the HCO user. The HCO user's typed responses are sent directly to the VCO user.

**VCO With Privacy.** This feature is similar to the standard VCO feature. However, the CA will not hear the VCO user's voice and only types the hearing person's responses back to the deaf/hard-of-hearing user. Request privacy by typing/voicing to the CA "Privacy ON." **Two-Line Voice Carry-Over (2LVCO)** allows a customer with two telephone lines and/or a computer to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person's typed responses. This feature provides a more natural flow of conversation without the pauses of single-line calls.

#### CUSTOMER DATABASE PROFILE

A Customer Database Profile stores an individual relay user's call preferences expediting call processing and ensuring that the customer's preferred long distance carrier is used each time a call is made. You can set up your Customer Database Profile by contacting OH Relay Customer Service 1-800-325-2223. Representatives will take your request and can set up your profile while you are on the phone or send you a form to complete. They are also available to answer any questions you may have.

#### **NEW!** CALLER ID



Your phone number will be sent automatically to any person you call through Ohio Relay. For one call only, notify the CA you wish to block Caller ID. To permanently block your phone number from being sent through all Ohio Relay calls, contact Customer Service.

#### INTERNATIONAL CALLS

Ohio Relay allows you to place and receive calls to and from anywhere in the world using English or Spanish. Callers from a country outside the US may also access Ohio Relay by calling 1-605-224-1837.



#### **NEW!** VIDEO RELAY SERVICE H.323 Internet: **www.ohvrs.com** H.384 ISDN: **1-877-352-5300 or 1-866-660-7977** Voice: **1-866-410-5787**

For those relay users who prefer to communicate using American Sign Language (ASL), Ohio Relay has developed a unique solution. Ohio Video Relay Service (OHVRS) allows users to communicate with a video interpreter in ASL via a desktop computer with videoconference capabilities. With OHVRS, a video interpreter (similar to a CA) will relay the telephone conversation with an ASL user in a visual format and voice it to a hearing person via standard telephone. This allows the participants to see expressions and gestures during the call. OHVRS callers can use either a stand-alone video phone or a videoconference package with a computer (most popular) to connect with a video interpreter at the OHVRS site.

**OHVRS Operating Hours:**  
Mon-Fri: 9am-12am  
Sat: 9am-8pm; Sun: 1pm-12am  
**Spanish Hours:**  
Tues. 2pm-10pm; Thurs. 10am-6pm  
**Live Video Customer Service:**  
Monday-Friday 9am-9pm  
All times in Eastern.

#### SPEECH-TO-SPEECH (STS) 1-877-750-9097

Specially trained CAs serve as the speech-disabled user's voice and repeat his/her responses to the called party. Ohio Relay's unparalleled equipment and exceptional STS CA training ensure that speech-disabled users will be heard *and* understood. There may be instances where an STS user will be asked to repeat his/her message to ensure that it is relayed correctly.

#### 900 SERVICES 1-900-230-7575

Relay users dial a *separate toll-free 900 number* to connect with Ohio Relay. The CA will then dial the requested outside number 900 service number. The caller is responsible for direct billing. Billing will begin upon connection to the 900 number. Rates vary depending upon the 900 service called.

#### EMERGENCY

In case of emergency, relay users should call the TTY-equipped **9-1-1** Center or emergency services center in their community. However, Ohio Relay can process emergency calls but they may take longer to get through.

#### SPANISH RELAY 1-888-269-0678

TTY users can type in Spanish and their conversations will be relayed in Spanish to the called party. TTY users can also request Spanish to English or English to Spanish translation via relay. To make a Spanish Relay call, dial Ohio Relay and instruct the CA how you want your call translated.

#### TTY PUBLIC PAYPHONES

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services. The order states:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Ohio Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect    ■ Third party
- Calling card    ■ Prepaid card

#### **NEW!** SPRINT RELAY ONLINE **www.sprintrelayonline.com**

Internet Relay is a new technology that is revolutionizing the way you use relay. Sprint Relay Online<sup>SM</sup> has unique interactive features including:

- Language Preferences
- Background Color Options
- Text Size Options
- Print and Save
- Dialing Instructions
- Text Color Options
- Split Screen
- GA & SK Macros
- ASL Emoticons (Happy Faces)
- Clear Screen
- Online Help
- Connection to Sprint Relay Customer Service

#### TELEBRAILLE 1-800-833-6385

Relay users with impaired vision often use special TTY's equipped with tele-braille or large visual displays and prefer slower typing speeds to read messages. Ohio Relay has a toll-free number that provides customized relay service for the unique need of these individuals. During these relay calls, the CA will type at a normal speed, but the message will come across at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can also request increased or decreased rates of text in increments of 5 words per minute.

- **1-800-325-2223** Sprint Relay Customer Service TTY/Voice/ASCII
- **1-800-676-4290** Servicio al Cliente de Sprint Relay TTY/Voz/ASCII
- **www.ohiorelay.com** *Site launches Feb 2003*



Customer Service is available to answer any questions or to receive customer suggestions, comments or complaints. When calling about a specific incident, please remember to provide the CA's identification number, date, and time of call. Or, for assistance during a relay call, callers may ask to speak to a supervisor. Customer Service will also accept requests for Ohio Relay brochures, outreach materials, presentations, or any other additional relay information.



# **Appendix R**

## **State Legislation Establishing TRS Program and Funding in Ohio**

**Below is legislation enacted by the State of Ohio's 118th General Assembly and, on December 26, 1990, signed into law by the Governor, which gave the Public Utilities Commission of Ohio the authority to investigate various programs for Ohioans with communication disabilities and to establish an intrastate TRS. In addition, the legislation provided funding for these programs through a gross receipts tax credit.**

(Substitute House Bill Number 254)

## **AN ACT**

To amend section 4905.99 and to enact sections 4905.76, 4905.77, 4905.78, 4905.79, 4905.84, 4905.85, 4909.50, 5727.43, and 5727.44 of the Revised Code to establish a lifeline telephone service program for certain low-income customers, to create tax credits to fund that program and any future telephone service programs for the communicatively impaired, to create the Communicatively Impaired Program Advisory Board, and to eliminate the lifeline telephone service program and the Communicatively Impaired Program Advisory Board on January 1, 1996, by repealing sections 4905.76, 4905.77, 4905.78, 4905.84, 4905.85, 4909.50, and 5727.43 of the Revised Code on that date.

*Be it enacted by the General Assembly of the State of Ohio:*

SECTION 1. That section 4905.99 be amended and sections 4905.76, 4905.77, 4905.78, 4905.79, 4905.84, 4905.85, 4909.50, 5727.43, and 5727.44 of the Revised Code be enacted to read as follows:

**Sec. 4905.76.** (A) THIS SECTION APPLIES TO ANY TELEPHONE COMPANY THAT PROVIDES RESIDENTIAL BASIC LOCAL EXCHANGE TELEPHONE SERVICE THROUGH WIRE LINES, UNLESS IT OFFERS RESIDENTIAL BASIC LOCAL EXCHANGE, SINGLE-PARTY, FLAT RATE, UNLIMITED CALLING TELEPHONE SERVICE, INCLUDING ACCESS AND LOCAL USAGE, FOR TEN DOLLARS OR LESS PER MONTH.

(B) UPON APPLICATION BY A RESIDENTIAL CUSTOMER WHO IS ELIGIBLE UNDER SECTION 4905.77 OF THE REVISED CODE, A TELEPHONE COMPANY SHALL PROVIDE TO THE CUSTOMER A USAGE SENSITIVE BASIC LOCAL EXCHANGE, SINGLE-PARTY TELEPHONE SERVICE THAT THE COMPANY OFFERS IN THE CUSTOMER'S SERVICE AREA. IF THE COMPANY IN OFFERS MORE THAN ONE TYPE OF USAGE SENSITIVE BASIC

LOCAL EXCHANGE, SINGLE-PARTY TELEPHONE SERVICE IN THE SERVICE AREA, THE CUSTOMER MAY CHOOSE THE SERVICE AREA, IF THE COMPANY OFFERS NO USAGE SENSITIVE BASIC LOCAL EXCHANGE, SINGLE-PARTY TELEPHONE SERVICE IN THE SERVICE AREA, IT SHALL PROVIDE TO THE CUSTOMER THE LEAST EXPENSIVE BASIC LOCAL EXCHANGE, SINGLEPARTY TELEPHONE SERVICE IT OFFERS IN THE SERVICE AREA.

TELEPHONE SERVICE PROVIDED UNDER THIS SECTION IS LIMITED TO ONE ACCESS LINE PER HOUSEHOLD.

A TELEPHONE COMPANY THAT PROVIDES TO A CUSTOMER TELEPHONE SERVICE UNDER THIS SECTION SHALL PROVIDE TO THAT CUSTOMER NO OTHER TELEPHONE SERVICES OFFERED BY THE COMPANY, EXCEPT TOUCHTONE AND TELEPHONE SERVICES DETERMINED BY THE PUBLIC UTILITIES COMMISSION TO BE BENEFICIAL TO CUSTOMERS WITH HANDICAPS OR MEDICAL CONDITIONS, OR IN LIFE-THREATENING SITUATIONS.

(C) IN EACH MONTHLY BILLING STATEMENT TO CUSTOMERS PROVIDED WITH USAGE SENSITIVE BASIC LOCAL EXCHANGE, SINGLE-PARTY TELEPHONE SERVICE UNDER THIS SECTION, A TELEPHONE COMPANY SHALL PROVIDE NOTICE TO THE CUSTOMER THAT IT ALSO OFFERS BASIC LOCAL EXCHANGE, FLAT RATE, UNLIMITED CALLING TELEPHONE SERVICE IN THE CUSTOMER'S SERVICE AREA. THE NOTICE SHALL STATE THE RATE OF THE FLAT RATE, UNLIMITED CALLING SERVICE, SHALL STATE THAT THE CUSTOMER CAN CONVERT TO THE FLAT RATE, UNLIMITED CALLING SERVICE AT NO CHARGE, AND SHALL STATE THAT THE FLAT RATE, UNLIMITED CALLING SERVICE IS NOT SUBJECT TO THE DISCOUNTS AND WAIVERS APPLICABLE TO SERVICE PROVIDED

UNDER THIS SECTION. THE NOTICE SHALL ALSO STATE THAT IF A CUSTOMER CONVERTS FROM BASIC LOCAL EXCHANGE TELEPHONE SERVICE UNDER THIS SECTION TO A BASIC LOCAL EXCHANGE TELEPHONE SERVICE NOT PROVIDED UNDER THIS SECTION, THE CUSTOMER SHALL NOT CONVERT BACK TO BASIC LOCAL EXCHANGE TELEPHONE SERVICE UNDER THIS SECTION UNTIL ONE YEAR HAS PASSED.

(D) AT LEAST ONCE EACH YEAR, A TELEPHONE COMPANY SHALL PROVIDE NOTICE TO ITS CURRENT CUSTOMERS AND THE GENERAL PUBLIC OF THE AVAILABILITY AND TERMS OF TELEPHONE SERVICE UNDER THIS SECTION, EXPLAINING IN PLAIN AND CLEAR LANGUAGE THE TERMS AND CONDITIONS OF THE SERVICE AND THE SUBSCRIPTION PROCEDURES. THE NOTICE SHALL BE MADE BY BILL INSERT, PUBLICATION IN NEWSPAPERS OF GENERAL CIRCULATION IN THE COMPANY'S SERVICE AREA, AND BY ANY OTHER MEANS THE PUBLIC UTILITIES COMMISSION CONSIDERS NECESSARY.

(E) IF A TELEPHONE COMPANY PROVIDES A USAGE SENSITIVE TELEPHONE SERVICE TO CUSTOMERS UNDER THIS SECTION, THE COMPANY SHALL MAINTAIN THE USAGE SENSITIVE TELEPHONE SERVICE TO THOSE CUSTOMERS EVEN THOUGH IT CEASES OFFERING THE USAGE SENSITIVE TELEPHONE SERVICE IN THE SERVICE AREA, THE TELEPHONE COMPANY IS NOT REQUIRED TO OFFER THE USAGE SENSITIVE TELEPHONE SERVICE TO CUSTOMERS WHO SUBSEQUENTLY APPLY FOR TELEPHONE SERVICE UNDER THIS SECTION AFTER THE COMPANY CEASES OFFERING THE USAGE SENSITIVE TELEPHONE SERVICE IN THE SERVICE AREA.

(F) THE PUBLIC UTILITIES COMMISSION SHALL ADOPT RULES AS IT CONSIDERS NECESSARY TO CARRY OUT THIS SECTION.

**Sec. 4905.77.** (A) A TELEPHONE COMPANY SHALL REQUIRE AS PROOF OF ELIGIBILITY FOR TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE DOCUMENTATION OF THE CUSTOMER'S APPROVAL FOR RECEIPT OF ENERGY ASSISTANCE UNDER CHAPTER 5117. OF THE REVISED CODE; SUPPLEMENTAL SECURITY INCOME ON THE BASIS OF BLINDNESS OR DISABILITY UNDER TITLE XVI OF THE "SOCIAL SECURITY ACT," 49 STAT. 620 (1935), 42 U.S.C.A. 1381-1383c, AS THAT TITLE EXISTS ON THE EFFECTIVE DATE OF THIS SECTION; OR BOTH MEDICAL ASSISTANCE UNDER CHAPTER 5111 OF THE REVISED CODE AND MEDICARE UNDER TITLE XVIII OF THE "SOCIAL SECURITY ACT," 49 STAT. 620 (1935), 42 U.S.C.A. 301, AS THAT TITLE EXISTS ON THE EFFECTIVE DATE OF THIS SECTION.

THE TELEPHONE COMPANY SHALL NOT REQUIRE A CUSTOMER TO DEMONSTRATE CONTINUING ELIGIBILITY FOR TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE MORE THAN ONCE A YEAR.

(B) TO THE EXTENT LEGALLY AND REASONABLY POSSIBLE, STATE ADMINISTRATORS FOR THE PROGRAMS ENUMERATED IN THIS SECTION SHALL COOPERATE WITH TELEPHONE COMPANIES TO FACILITATE SUBSCRIPTION OF ELIGIBLE RESIDENTIAL CUSTOMERS TO TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE.

(C) THE PUBLIC UTILITIES COMMISSION SHALL ADOPT RULES IT CONSIDERS NECESSARY TO CARRY OUT THIS SECTION.

**Sec. 4905.78.** NO PERSON SHALL PROVIDE FRAUDULENT DOCUMENTATION UNDER SECTION 4905.77 OF THE REVISED CODE IN ORDER TO OBTAIN TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE.

**Sec. 4905.79.** ANY TELEPHONE COMPANY, AS DEFINED IN DIVISION (E)(2) OF SECTION 5727.01 OF THE REVISED CODE, THAT IS REQUIRED TO PROVIDE ANY TELEPHONE SERVICE PROGRAM IMPLEMENTED AFTER THE EFFECTIVE DATE OF THIS SECTION TO AID THE COMMUNICATIVELY IMPAIRED IN ACCESSING THE TELEPHONE NETWORK SHALL BE ALLOWED A TAX CREDIT FOR THE COSTS OF ANY SUCH PROGRAM UNDER SECTION 5727.44 OF THE REVISED CODE. RELATIVE TO ANY SUCH PROGRAM, THE PUBLIC UTILITIES COMMISSION, IN ACCORDANCE WITH ITS RULES, SHALL ALLOW INTERESTED PARTIES TO INTERVENE AND PARTICIPATE IN ANY PROCEEDING OR PART OF A PROCEEDING BROUGHT BEFORE THE COMMISSION PURSUANT TO THIS SECTION. THE COMMISSION SHALL ADOPT RULES IT CONSIDERS NECESSARY TO CARRY OUT THIS SECTION.

**Sec. 4905.84.** THE COMMUNICATIVELY IMPAIRED PROGRAM ADVISORY BOARD SHALL SUBMIT A REPORT TO THE PRESIDENT OF THE SENATE, THE SPEAKER OF THE HOUSE OF REPRESENTATIVES, AND THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION ON OR BEFORE THE FIRST DAY OF JANUARY OF EACH YEAR.

THE REPORT SHALL CONTAIN EVALUATIONS OF THE PERFORMANCE AND COST CONTROL MEASURES OF ANY TELEPHONE SERVICE PROGRAMS FOR THE COMMUNICATIVELY IMPAIRED IMPLEMENTED BY THE PUBLIC UTILITIES COMMISSION; OF NEW TECHNOLOGIES THAT MAY BE AVAILABLE FOR USE IN SUCH PROGRAMS; AND OF THE MOST EFFICIENT MEANS OF DISTRIBUTING INFORMATION, EQUIPMENT, AND SERVICES TO PERSONS QUALIFIED TO PARTICIPATE IN SUCH PROGRAMS.

**Sec. 4905.85.** (A) AS USED IN THIS SECTION:

(1) "COMMUNICATIVELY IMPAIRED" MEANS DEAF, HARD OF HEARING, OR SPEECH-IMPAIRED.

(2) "DEAF PERSON" MEANS A PERSON WITH A HEARING LOSS THAT PREVENTS HIM FROM BEING ABLE TO UNDERSTAND SPEECH OVER THE TELEPHONE.

(3) "HARD OF HEARING PERSON" MEANS A PERSON, INCLUDING A PERSON WHO USES A HEARING AID, WITH A SENSE OF HEARING THAT IS DEFECTIVE BUT FUNCTIONAL FOR ORDINARY LIFE PURPOSES.

(4) "SPEECH-IMPAIRED PERSON" MEANS A PERSON WITH A SPEECH IMPAIRMENT THAT RENDERS HIS SPEECH UNINTELLIGIBLE ON THE TELEPHONE.

(B) THERE IS HEREBY CREATED THE COMMUNICATIVELY IMPAIRED PROGRAM ADVISORY BOARD CONSISTING OF THE FOLLOWING MEMBERS:

(1) THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION, THE CHAIRMAN OF THE REHABILITATION SERVICES COMMISSION, AND THE DIRECTOR OF AGING, OR THEIR DESIGNEES, WHO SHALL SERVE AS EX-OFFICIO MEMBERS;

(2) TWO DEAF PERSONS, ONE HARD OF HEARING PERSON, AND ONE SPEECH-IMPAIRED PERSON, EACH OF WHOM IS AN ACTIVE MEMBER OF AN ADVOCACY GROUP FOR THE COMMUNICATIVELY IMPAIRED, APPOINTED BY THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION;

(3) ONE PERSON WHO IS EMPLOYED BY A PROVIDER OF TELECOMMUNICATION SERVICES TO THE COMMUNICATIVELY IMPAIRED, APPOINTED BY THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION;

(4) ONE REPRESENTATIVE OF A NONPROFIT AGENCY PROVIDING SERVICES TO THE COMMUNICATIVELY IMPAIRED COMMUNITY ON A LOCAL OR STATEWIDE BASIS, APPOINTED BY THE GOVERNOR;

(5) ONE MEMBER OF THE SENATE, APPOINTED BY THE PRESIDENT OF THE SENATE, AND ONE MEMBER OF THE HOUSE OF REPRESENTATIVES, APPOINTED BY THE SPEAKER OF THE HOUSE OF REPRESENTATIVES.

THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION SHALL MAKE APPOINTMENTS UNDER DIVISIONS (B)(2) AND (3) OF THIS SECTION SO THAT AT LEAST ONE MEMBER OF THE ADVISORY BOARD RESIDES IN EACH GEOGRAPHIC AREA OF THIS STATE SERVED BY A DIFFERENT AREA CODE.

TERMS OF MEMBERS WHO ARE NOT EX-OFFICIO MEMBERS SHALL BE FOR TWO YEARS, BEGINNING ON THE FIRST DAY OF THE FIRST FISCAL YEAR OF EACH BIENNIAL APPROPRIATION PERIOD AND ENDING ON THE LAST DAY OF THE SECOND FISCAL YEAR OF EACH BIENNIAL APPROPRIATION PERIOD. MEMBERS MAY BE REAPPOINTED. VACANCIES

SHALL BE FILLED IN THE MANNER PROVIDED FOR ORIGINAL APPOINTMENTS. ANY MEMBER APPOINTED TO FILL A VACANCY OCCURRING PRIOR TO THE EXPIRATION DATE OF THE TERM FOR WHICH HIS PREDECESSOR WAS APPOINTED SHALL HOLD OFFICE AS A MEMBER FOR THE REMAINDER OF THAT TERM. A MEMBER SHALL CONTINUE IN OFFICE SUBSEQUENT TO THE EXPIRATION DATE OF HIS TERM UNTIL HIS SUCCESSOR TAKES OFFICE OR UNTIL A PERIOD OF SIXTY DAYS HAS ELAPSED, WHICHEVER OCCURS FIRST.

MEMBERS OF THE BOARD SHALL BE REIMBURSED FOR ACTUAL AND NECESSARY EXPENSES INCURRED IN THE PERFORMANCE OF THEIR OFFICIAL DUTIES. MEMBERS OF THE BOARD WHO ARE APPOINTED BY THE GOVERNOR OR BY THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION, AND WHO ARE NOT OFFICERS OR EMPLOYEES OF THE STATE, SHALL BE COMPENSATED ON A PER DIEM BASIS IN AN AMOUNT DETERMINED UNDER SECTION 124.14 OF THE REVISED CODE. THE ACTUAL AND NECESSARY EXPENSES AND COMPENSATION OF BOARD MEMBERS, AND ANY OTHER EXPENSES OF THE BOARD IN THE PERFORMANCE OF ITS OFFICIAL DUTIES, SHALL BE PAID FROM MONEYS APPROPRIATED TO THE PUBLIC UTILITIES COMMISSION FOR THAT PURPOSE. THE COMMISSION SHALL PROVIDE CLERICAL ASSISTANCE TO THE BOARD.

THE CHAIRMAN OF THE PUBLIC UTILITIES COMMISSION OR HIS DESIGNEE UNDER DIVISION (B)(1) OF THIS SECTION IS THE CHAIRMAN OF THE COMMUNICATIVELY IMPAIRED PROGRAM ADVISORY BOARD. ANNUALLY, THE BOARD SHALL SELECT FROM AMONG ITS MEMBERS A SECRETARY. THE BOARD SHALL ADOPT BYLAWS GOVERNING ITS PROCEEDINGS, WHICH SHALL BE OPEN TO PUBLIC INSPECTION. THE BOARD SHALL KEEP A RECORD OF ITS PROCEEDINGS.

THE BOARD SHALL MEET AT THE CALL OF THE CHAIRMAN OR UPON THE WRITTEN REQUEST OF FOUR BOARD MEMBERS. THE SECRETARY SHALL SEND WRITTEN NOTICE OF THE TIME AND PLACE OF EACH MEETING TO EACH MEMBER.

LEGISLATIVE MEMBERS OF THE BOARD SHALL SERVE AS NONVOTING MEMBERS, SIX MEMBERS OF THE BOARD, COUNTING NONVOTING MEMBERS, CONSTITUTE A QUORUM. THE BOARD MAY NOT, HOWEVER, TAKE ANY FORMAL ACTION WITHOUT THE CONCURRENCE OF FIVE VOTING MEMBERS.

**Sec. 4905.99.** (A) Whoever violates section 4905.44 of the Revised Code is guilty of a felony of the third degree.

(B) Whoever violates section 4905.52 of the Revised Code shall be fined not less than fifty or more than five hundred dollars.

(C) Whoever violates section 4905.56 of the Revised Code is guilty of a felony of the fourth degree.

(D) COINCIDENT WITH THE OPERATION OF SECTION 4905.78 OF THE REVISED CODE, WHOEVER VIOLATES THAT SECTION IS GUILTY OF A MISDEMEANOR OF THE FOURTH DEGREE.

**Sec. 4909.50.** (A) THE RATE FOR USAGE SENSITIVE BASIC LOCAL EXCHANGE TELEPHONE SERVICE PROVIDED BY A TELEPHONE COMPANY UNDER SECTION 4905.76 OF THE REVISED CODE IS THE COMPANY'S ACCESS LINE CHARGE FOR THAT SERVICE IN EFFECT ON THE EFFECTIVE DATE OF THIS SECTION FOR CUSTOMERS WHO ARE NOT ELIGIBLE FOR SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE, MINUS AN AMOUNT EQUAL TO THE GREATER OF THE COMPANY'S SUBSCRIBER LINE CHARGE, AS DETERMINED BY THE FEDERAL COMMUNICATIONS COMMISSION AND IN EFFECT ON THE EFFECTIVE DATE OF THIS SECTION, OR SUCH SUBSCRIBER LINE CHARGE AS IT MAY SUBSEQUENTLY CHANGE. ANY USAGE PORTION OF THE RATE IS THE USAGE RATE SET FORTH AT ANY TIME IN SCHEDULES OF THE COMPANY FILED UNDER SECTION 4905.30 OF THE REVISED CODE, WHETHER OR NOT EXPRESSLY DENOMINATED AS A USAGE RATE.

THE RATE FOR ANY OTHER BASIC LOCAL EXCHANGE TELEPHONE SERVICE PROVIDED BY A TELEPHONE COMPANY UNDER SECTION 4905.76 OF THE REVISED CODE IS THE RATE FOR THAT SERVICE IN EFFECT ON THE EFFECTIVE DATE OF THIS SECTION FOR CUSTOMERS WHO ARE NOT ELIGIBLE FOR SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE, MINUS AN AMOUNT EQUAL TO THE GREATER OF THE COMPANY'S SUBSCRIBER LINE CHARGE, AS DETERMINED BY THE FEDERAL COMMUNICATIONS COMMISSION AND IN EFFECT ON THE EFFECTIVE DATE OF THIS SECTION, OR SUCH CHARGE AS IT MAY SUBSEQUENTLY CHANGE.

(B) RATE SCHEDULES FILED UNDER SECTION 4905.30 OF THE REVISED CODE FOR TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE SHALL INCLUDE A PROVISION THAT CUSTOMER DEPOSITS, SERVICE CONNECTION CHARGES IN AMOUNTS GREATER THAN FIVE DOLLARS, AND SERVICE CONVERSION CHARGES OTHERWISE APPLICABLE TO SUBSCRIPTION TO RESIDENTIAL BASIC LOCAL EXCHANGE TELEPHONE SERVICE DO NOT APPLY TO SUBSCRIPTION TO OR CHANGING TO OR FROM SUCH SERVICE.

A SUBSCRIBER TO TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE IS NOT ENTITLED TO BENEFIT FROM THE WAIVER OF CUSTOMER DEPOSITS, SERVICE CONNECTION CHARGES IN AMOUNTS GREATER THAN FIVE DOLLARS, OR SERVICE CONVERSION CHARGES MORE OFTEN THAN ONCE PER YEAR FOR SERVICE AT THE SAME ADDRESS. THE SUBSCRIBER MUST HAVE SATISFIED OR HAVE MADE PAYMENT



ARRANGEMENTS TO SATISFY ALL OF HIS OUTSTANDING OBLIGATIONS TO THE TELEPHONE COMPANY IN ORDER TO BENEFIT FROM SUCH A WAIVER.

(C) THE PUBLIC UTILITIES COMMISSION SHALL, IN ACCORDANCE WITH ITS RULES, ALLOW INTERESTED PARTIES TO INTERVENE AND PARTICIPATE IN ANY PROCEEDING OR PART OF A PROCEEDING BROUGHT PURSUANT TO THIS SECTION AND SECTIONS 4905.76 AND 4905.77 OF THE REVISED CODE.

(D) THE PUBLIC UTILITIES COMMISSION SHALL ADOPT RULES AS IT CONSIDERS NECESSARY TO CARRY OUT THIS SECTION.

**Sec. 5727.43.** A TELEPHONE COMPANY THAT PROVIDES TELEPHONE SERVICE UNDER SECTION 4905.76 OF THE REVISED CODE SHALL BE ALLOWED A CREDIT AGAINST THE EXCISE TAX COMPUTED UNDER SECTION 5727.38 OF THE REVISED CODE. THE AMOUNT OF THE CREDIT IS THE AGGREGATE OF THE DISCOUNTS TO RATES AND CHARGES AND THE WAIVERS OF SERVICE CONNECTION AND SERVICE CONVERSION CHARGES AND CUSTOMER DEPOSITS UNDER SECTION 4909.50 OF THE REVISED CODE INCURRED BY THE COMPANY DURING THE PERIOD FOR WHICH GROSS RECEIPTS ARE COMPUTED FOR THE PURPOSE OF SECTION 5727.33 OF THE REVISED CODE, EXCLUDING ANY SERVICE CONNECTION CHARGES OR SERVICE CONVERSION CHARGES OR ANY REVENUE DEFICIENCY DUE TO WAIVERS OF CUSTOMER DEPOSITS UNDER SECTION 4909.50 OF THE REVISED CODE FOR WHICH THE COMPANY HAS BEEN REIMBURSED.

THE TELEPHONE COMPANY SHALL CLAIM THE CREDIT IN THE COMPANY'S ANNUAL STATEMENT UNDER DIVISION (A) OF SECTION 5727.31 OF THE REVISED CODE.

IF THE TAX COMMISSIONER DETERMINES THAT THE CREDIT CLAIMED IS THE CREDIT ALLOWED UNDER THIS SECTION, HE SHALL CREDIT SUCH AMOUNT AGAINST THE EXCISE TAX DUE FROM THE COMPANY FOR THE CURRENT YEAR AND SHALL REFUND THE

AMOUNT OF ANY OVERPAYMENT OF TAX RESULTING FROM THE APPLICATION OF THE CREDIT. IF THE TAX COMMISSIONER DETERMINES THAT THE CREDIT CLAIMED IS NOT CORRECT UNDER THIS SECTION, HE SHALL DETERMINE THE PROPER CREDIT, SHALL CREDIT SUCH AMOUNT AGAINST THE EXCISE TAX DUE FROM THE COMPANY FOR THE CURRENT YEAR, AND SHALL REFUND THE AMOUNT OF ANY OVERPAYMENT OF TAX RESULTING FROM THE APPLICATION OF THE CREDIT. IF THE CREDIT ALLOWED UNDER THIS SECTION EXCEEDS THE TOTAL TAXES DUE FOR THE CURRENT YEAR, THE TAX COMMISSIONER SHALL CREDIT SUCH EXCESS AGAINST EXCISE TAXES DUE FOR SUCCEEDING YEARS UNTIL THE FULL AMOUNT OF THE CREDIT IS GRANTED.

THE ESTIMATED TAXES REQUIRED TO BE PAID UNDER SECTION 5727.31 OF THE REVISED CODE SHALL BE BASED ON THE TAXES FOR THE

PRECEDING YEAR PRIOR TO ANY CREDIT ALLOWED UNDER THIS SECTION FOR THAT YEAR.

**Sec. 5727.44.** A TELEPHONE COMPANY THAT PROVIDES ANY TELEPHONE SERVICE PROGRAM TO AID THE COMMUNICATIVELY IMPAIRED IN ACCESSING THE TELEPHONE NETWORK UNDER SECTION 4905.79 OF THE REVISED CODE SHALL BE ALLOWED A CREDIT AGAINST THE EXCISE TAX COMPUTED UNDER SECTION 5727.38 OF THE REVISED CODE. THE AMOUNT OF THE CREDIT IS THE COST OF PROVIDING SUCH TELEPHONE SERVICE PROGRAM INCURRED BY THE COMPANY DURING THE PERIOD FOR WHICH GROSS RECEIPTS ARE COMPUTED FOR THE PURPOSE OF SECTION 5727.33 OF THE REVISED CODE.

THE TELEPHONE COMPANY SHALL CLAIM THE CREDIT IN THE COMPANY'S ANNUAL STATEMENT REQUIRED UNDER DIVISION (A) OF SECTION 5727.31 OF THE REVISED CODE.

IF THE TAX COMMISSIONER DETERMINES THAT THE CREDIT CLAIMED IS THE CREDIT ALLOWED UNDER THIS SECTION, HE SHALL CREDIT SUCH AMOUNT AGAINST THE EXCISE TAX DUE FROM THE COMPANY FOR THE CURRENT YEAR AND SHALL REFUND THE AMOUNT OF ANY OVERPAYMENT OF TAX RESULTING FROM THE APPLICATION OF THE CREDIT. IF THE TAX COMMISSIONER DETERMINES THAT THE CREDIT CLAIMED IS NOT CORRECT UNDER THIS SECTION, HE SHALL DETERMINE THE PROPER CREDIT, SHALL CREDIT SUCH AMOUNT AGAINST THE EXCISE TAX DUE FROM THE COMPANY FOR THE CURRENT YEAR, AND SHALL REFUND THE AMOUNT OF ANY OVERPAYMENT OF TAX RESULTING FROM THE APPLICATION OF THE CREDIT. IF THE CREDIT ALLOWED UNDER THIS SECTION EXCEEDS THE TOTAL TAXES DUE FOR THE CURRENT YEAR, THE TAX COMMISSIONER SHALL CREDIT SUCH EXCESS AGAINST EXCISE TAXES DUE FOR SUCCEEDING YEARS UNTIL THE FULL AMOUNT OF THE CREDIT IS GRANTED.

THE ESTIMATED TAXES REQUIRED TO BE PAID UNDER SECTION 5727.31 OF THE REVISED CODE SHALL BE BASED ON THE TAXES FOR THE PRECEDING YEAR PRIOR TO ANY CREDIT ALLOWED UNDER THIS SECTION FOR THAT YEAR.

SECTION 2. That existing section 4905.99 of the Revised Code is hereby repealed.

SECTION 3. That sections 4905.76, 4905.77, 4905.78, 4905.84, 4905.85, 4909.50, and 5727.43 of the Revised Code are hereby repealed, effective January 1, 1996.

SECTION 4. No later than thirty days after the effective date of this act, each telephone company required under section 4905.76 of the Revised Code to provide the

telephone service prescribed in that section shall file a written application with the public utilities commission solely to implement the service. No later than one hundred twenty days after the effective date of this act, the commission shall issue orders implementing the telephone service for each such company. The companies, in accordance with section 4905.30 of the Revised Code, shall file amended schedules, effective no sooner than January 1, 1991, to implement the service as ordered by the commission. Upon issuing orders initially implementing the telephone service, the Commission shall apply to the Federal Communications Commission to obtain the maximum federal benefits available.

SECTION 5. The Governor and the Chairman of the Public Utilities Commission shall make their initial appointments to the Communicatively impaired Program Advisory Board not later than sixty days after the effective date of this act. Notwithstanding section 4905.85 of the Revised Code, the terms of the initial members of the Communicatively Impaired Program Advisory Board appointed by the Governor and the Chairman of the Public Utilities Commission shall expire on June 30, 1993.

SECTION 6. The Public Utilities Commission, no later than January 1, 1995, shall submit a report to the committees of the House of Representatives and Senate that deal principally with matters relating to public utilities regarding the level of subscription to telephone service provided under section 4905.76 of the Revised Code; the cost to this state of the service under section 5727.43 of the Revised Code; the effectiveness of this act; and any recommendations for continuation of, and changes relative to, this act.